

IOWA DEPARTMENT of ELDER AFFAIRS

# PERFORMANCE REPORT

Performance Results Achieved for  
Fiscal Year 2005

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## INTRODUCTION

In an effort for our department to review and analyze our performance planning and results, and improve our decision making and accountability to the citizens of Iowa, we are pleased to present the Fiscal Year 2005 (July 1, 2004 - June 30, 2005) performance report for the Department of Elder Affairs. This report contains information about the services department and its partners provided to older Iowans during FY'05, in relationship to requirements under Iowa's Accountable Government Act.

The report includes our major accomplishments as well as a review of how we did compared to projected results. In summary:

The Department of Elder Affairs, through the Area Agencies on Aging and the Iowa Aging Network provided service to 107,896 older Iowans (age 60+) and their caregivers who needed one or more services we offer. A total of 99,913 Iowans were served under the federal Older Americans Act (OAA) and associated state funded programs, for which client registration is needed. Services include case management, chore, assisted transportation (to doctors, pharmacies, etc.), home delivered and congregate meals, personal home health care and homemaker, respite, and adult day services. Additionally, there are many other services that don't require client registration, where our network serves thousands of additional older Iowans. The average annual cost, based upon registered clients was less than \$225 per client. This was a dramatic improvement over FY'04, primarily due

to our networks continued efforts to improve client registration processes and related reporting.

Our records document 14,578, low and moderate income older Iowans also received services under the Senior Living Program. This funding source is available only to older Iowans meeting specific income restrictions and is considered to be "funding of last resort". As with the Older Americans Act funding, most of the services provided under this program assist older Iowans in living independently (with support) and delaying or avoiding more costly nursing home care. The average annual cost per client under this program was less than \$560.

Iowa's Aging Network Case Management Program for the Frail Elderly (CMPFE) provided access to the Iowa Department of Human Services Medicaid Elderly Waiver for over 9,227 low-income older Iowans, whose needs would qualify them for nursing home care. CMPFE helps these frail older Iowans manage an array of funding and service options which allow them to live in their own homes or apartments. Under the Elderly Waiver the average client cost was \$518 per month, far less than the average monthly nursing home cost of under \$3,688 per month (Source: June 30, 2005, DHS/Medicaid B1 reports).

For FY05 our network continues to improve desired outcomes. During the previous year one lesson learned was to select measures based upon existing processes and reporting mechanisms, rather than attempting to create new data sources and processes. This is particularly important during times of

budget cuts and diminished staff resources.

The department moved towards this approach in FY'05 resulting in more readily available and reliable data sources and far more of our desired outcomes were met. Whenever the department could tie our measures to existing data and reporting systems we in turn avoided the cost of redundant data collection. To do otherwise would necessitate taking funding away from services to Older Iowans in order to pay for the collection or analysis of duplicative data; doing so would simply contrary to the mission of the department.

Key strategic challenges the department is working to address are:

- A general lack of understanding that our primary funding source (the federal Older Americans Act) requires the department to advocate on behalf of older Iowans regarding public policy, state laws and rules which impact them.
- Inadequate resources to address critical service and system needs of older Iowans

- Continued increases in specific unmet needs for older Iowans
- Iowa's continued rapid growth of aging population and the need to plan for the impact it will cause across various segments and parts of our society
- Changing expectations of older Iowans and their families and communities
- A continued political, financial and systemic bias and support of institutionalization over lower cost home and community based services, which are preferred by most elder Iowans.

The department invites Iowans to join with Iowa Department of Elder Affairs and its partners to make Iowa a healthy, safe, productive and enjoyable place to live and work for older Iowans and all our citizens.

Sincerely,

Mark A. Haverland  
Director, Iowa Department of Elder Affairs

## AGENCY OVERVIEW

**Vision:** Iowa will be a place of choice for older individuals to live, work, and retire.

The Iowa Department of Elder Affairs exists to advocate for and respond to the needs and opportunities of an aging society by promoting and providing a continuum of services and choices for older Iowans. The department provides leadership to both empower and enhance the lives of older persons through choices, services, protection and respect. As Iowa's aging population continues to increase, Iowa must be prepared to meet, and exceed older Iowans' changing needs while being cognizant of such effects on families and communities.

Under both the Older American's Act and the Elder Iowans Act, the department has the responsibility to serve as an effective and visible advocate for older individuals. This is to be accomplished by reviewing and commenting upon all state plans, budgets, and policies which affect older individuals and providing technical assistance to any agency, organization, association, or individual representing the needs of older individuals. The department develops, submits and administers a state plan under the Older Americans Act in cooperation with the Administration on Aging. Elder Affairs is primarily responsible for the planning, policy development, administration, coordination, priority setting, and evaluation of all state activities related to the objectives of these Acts along with administering dozens of other associated activities.

**Mission:** To provide advocacy, educational, and prevention services to older Iowans so they find Iowa a healthy, safe, productive, and enjoyable place to live and work.

Partners in achieving the vision and mission include the Area Agencies on Aging, the nursing home and assisted living industries, Alzheimer's Association Chapters, adult day service providers, the department commissioners, Iowa Departments of Human Services and Public Health and many other colleagues and organizations committed to providing quality services to all older Iowans, their families and caregivers. The department funds and provides services to older Iowans, their families and caregivers so older Iowans receive appropriate quality care in the setting of their choice.

### **IDEA's Core Functions:**

**Advocacy** - Promote public policy and service system changes that protect the rights of older Iowans facilitate access to needed services, and prevent abuse, neglect and exploitation

**Health Care and Support Services** - Support policies, programs and initiatives that improve access to affordable, high quality home and community based services for older Iowans

**Resource Management** - Monitor and evaluate programs and activities provided or supported through Department resources by developing, maintaining and enhancing reporting systems that provide accurate and reliable data necessary for planning, policy development, and grant writing;

all with the goal of meeting the Department's Mission, maximizing benefits to our clients and other customers.

**IDEA is a department within the executive branch of Iowa state government, as established by Iowa Code Chapter 231.** The Department of Elder Affairs has 7 citizen and 4 legislative Commissioners and for FY'05, had 28.75 authorized FTEs (Full Time Employees) of which 28 were filled for most of the fiscal year. All IDEA staff members were housed in our Des Moines, Iowa office was located at 200 10<sup>th</sup> Street, Clemens Building, 3<sup>rd</sup> Floor. In late December 2005, our offices will be relocated to the Jesse Parker Jr. Bldg. at 510 East 12<sup>th</sup> St., Suite 2, Des Moines, Iowa 50319.

IDEA is an administrative and advocacy organization, which partners with many organizations affiliated with the aging network such as the thirteen Area Agencies on Aging, Alzheimer's Association Chapters, and a variety of other public and private sector organizations. Additionally, there is extensive ongoing collaboration with the Departments of Human Services, Public Health, Workforce Development, and Inspections and Appeals on many long-term care policies and program issues. These partnerships are the cornerstone for enhancing a comprehensive and coordinated delivery system for older persons and their families. Components of this long-term care system include creating a safe environment, making services accessible and providing alternatives and balance between institutional and non-institutional services.

### **Services, Programs and Activities**

IDEA maintains contractual relationships with the network of thirteen designated local Area Agencies on Aging (AAA) within 16 regions of Iowa. Each AAA has at least one full-service office. Some AAA offices are housed in locations serving multiple functions, such as senior citizen centers, congregate meal sites, community colleges and others. Together with the local AAA service providers we provide the following types of Services, Programs and Activities:

- Advocacy on behalf of older Iowans;
- Education, training and public awareness regarding elder issues, including enhanced access to public benefits;
- Case Management, Mature Worker, Nutrition, and Advocacy programs and services
- Home and Community Based Services;
- Long term Care ombudsman Office and Resident Advocate Committees on behalf of residents of licensed long term care facilities;
- Elder Abuse Prevention Services;
- Development of grants and grant management
- Monitoring, accountability & assessment; and
- Assisted Living, Elder Group Home, Adult Day Service and other Policy Development.

Through a comprehensive web site, the department also provides customer access to major services, 24 hours a day, seven days a week. The IDEA Web site is found at: [www.state.ia.us/elderaffairs](http://www.state.ia.us/elderaffairs) providing information about the department in general.

## KEY RESULT TEMPLATE

### SERVICE/ PRODUCT/ ACTIVITY

**Name:** Healthy Aging – Nutrition Program participation rate

**Description:** The Iowa Department of Elder Affairs funds Iowa's thirteen area agencies on aging and their community networks to program congregate meals, home delivered meals and nutrition counseling to elder lowans.

**Why we are doing this:** The program is intended to keep help maintain or improve the nutritional health of older lowans and in the case of the congregate program their social health, as well. Good nutrition and social health help slow many of the more serious age related health problems.

**What we're doing to achieve results:** Despite tight federal and local funding, the program has improved the rate per 1000 older lowans served, partially through more attention to complete reporting. With growing numbers of older persons, cost efficiencies and creative ways to interest older persons who can benefit from these programs in terms of nutritional and social health need to be continually explored.

#### Results

**Performance Measure:**

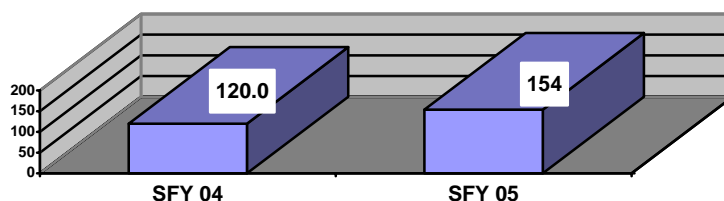
Maintain the rate of 60+ persons per 1000 receiving congregate or home delivered meals or nutrition counseling clients through the Iowa Aging Network

**Performance Goal/Target:**

120/1000

	Participants
SFY 04	67764
SFY 05	86964

**Older Iowan Nutrition Program Clients**  
Rate Per 1000 60+



**What was achieved:** The rate per 1000 improved to a rate of 154 older lowans out of every 1000 lowans age 60 or older. (Most clients are well into their seventies and eighties).

**Data Sources:** Iowa – National Aging Program Information System

**Resources:** Funding for these services is primarily federal Older Americans Act title IIIC1 (\$5,059,295), and C2 (\$2,132,051), Nutrition Services Incentive Program (NSIP - \$1,685,797) as well as related client contributions, local public funds and others.

## KEY RESULT TEMPLATE

### SERVICE/ PRODUCT/ ACTIVITY

**Name:** Case Management

**Description:** Since the inception of the Elderly waiver in Iowa nearly two decades ago, the Case Management Program for the Frail Elderly (CMPFE) has served as the gateway to both the Medicaid Elderly Waiver for low income frail elders and other frail older Iowans who need and want a coordinated package of services which allow them to continue living in their own homes and avoid nursing home and other institutional care settings. The CMPFE program serves over 10,000 older Iowans each year.

**Why we are doing this:** The goals of most frail elderly of Iowa's are to live their lives with dignity and independence and to live in their own homes. Case management offers a coordinated approach to providing needed individualized services which prevent or delay institutionalization. Typically they can be provided at 1/4 to 1/6 of the cost to the taxpayer compared to nursing home care.

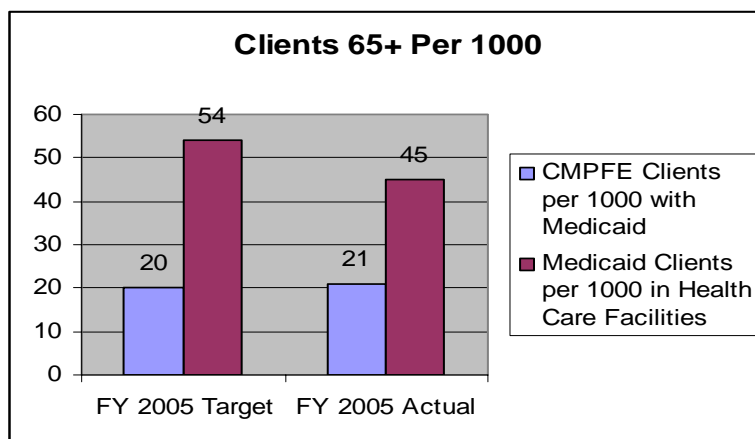
**What we're doing to achieve results:** Funding to support this effort has always been limited. The Governor and General Assembly passed House File 841, which for the first time unlocks the door to Medicaid reimbursement for Case Management for the Frail Elderly and promises to put Iowa's system on the same footing as all other states in the nation.

### Results

**Performance Measure:** Maintain the ratio of Iowans 65+ in Case Management Program for the Frail Elderly (CMPFE) compared to the rate per 1000 Iowans 65+ on Medicaid in Skilled and Intermediate Care Facilities

**Performance Goal/Target:**

A ratio of 20:54



**What was achieved:** The rate of frail older persons (per 1000) supported with Medicaid in their own homes increased while the rate per 1000 in Health Care Facilities went down.

**Data Sources:** DHS B1 Medicaid Expenditure Reports

**Resources:** Statewide the cash resources supporting the operation of the CMPFE Program total approximately \$5 million dollars, of which approximately 18-20% comes from federal Older Americans Act funds, 66-70% is from state General Fund and Senior Living Trust funding and 10-12% is from local community resources.



## KEY RESULT TEMPLATE

### SERVICE/ PRODUCT/ ACTIVITY

**Name:** Caregiver Support Program

**Description:** This program is primarily a federally funded program to support caregivers of frail older Iowans.

**Why we are doing this:** Family and friend Caregivers continue to provide the majority of care for older persons. If programs support them in their efforts, it will result in them being able to continue their efforts longer and avoid much more costly institutional care.

**What we're doing to achieve results:**

In FY '05 our reporting system implemented the new federal requirements which have more specific reporting requirements than the previous system and are therefore more accurate. Additionally our network is trying to find efficiencies by joint efforts in a number of aspects our program operations.

#### Results

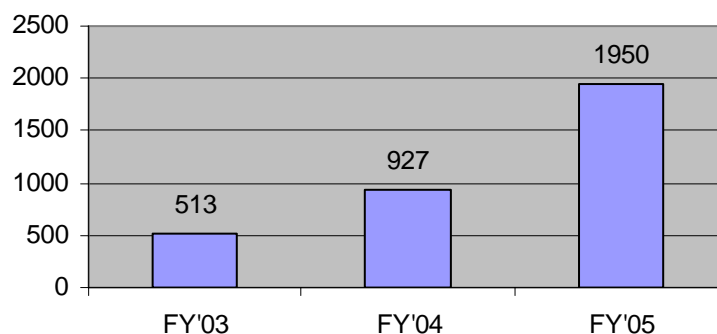
**Performance Measure:**

Increase the number of persons receiving caregiver support.

**Performance Goal/Target:**

927 Caregivers

**Title III-E Caregivers Support Program  
Clients**



**What was achieved:** The number of caregivers accessing assistance increased dramatically.

**Data Sources:** Iowa NAPIS

**Resources:** \$1,917,365 from federal Title III-E Older Americans Act funds

## AGENCY PERFORMANCE PLAN RESULTS - FY 2005

<b>Name of Agency: Iowa Department of Elder Affairs</b>			
<b>Agency Mission:</b> To provide advocacy, educational, and prevention services to older Iowans so they can find Iowa a healthy, safe, productive, and enjoyable place to live and work.			
<b>Core Function: ADVOCACY</b>			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Increase the rate of elderly per 1000 elderly population who access one or more service	129	183	What Occurred: The rate per one thousand older Iowans who accessed Iowa Aging Network services increased.  Data Source: DEA Iowa NAPIS reporting system
<b>Service, Product or Activity: ADVOCACY, INFORMATION &amp; OUTREACH</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Advocate to sustain and increase the rate of Elderly per 1000 who access services	129	183	What Occurred: The rate per one thousand of elder Iowans and their caregivers who accessed Iowa Aging Network services increased.  Data Source: DEA Iowa NAPIS reporting system What Occurred
<b>Service, Product or Activity: ELDER ABUSE PREVENTION INITIATIVE</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Enhance Iowa's adult abuse reporting, investigation & intervention, measuring the percent of Confirmed Abuse Cases in Initiative vs. Non-Initiatives counties	24:19	FY'05 data not available until after January 2006	What Occurred: The initiative projects continued and expanded to additional counties during the fiscal, but official results data is not available until six months after the end of the fiscal year.  Data Source: DHS Adult Abuse Confirmation data by county.
<b>Service, Product or Activity: Care LONG TERM CARE OMBUDSMAN</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Increase the number of healthcare facilities that adopt Culture Change programs	67 to 80	Data not available	What Occurred: This is a voluntary implementation and reporting effort between the Long Term Care Ombudsman office and the nursing home industry; the industry has not provided data. Data Source: Voluntary reporting on the part of the nursing home industry.
2. Measure the number of Facilities with 60+% Resident Advocate Committees issues resolved	230	220 prelim. data – final a not available until Jan. '06	What Occurred: Final data is not available until January 2006, but preliminary data indicates the target may be met.  Data Source: LTC Ombudsman/Resident Advocate Committee data
<b>Service, Product or Activity: EMPLOYMENT – Senior Internship Program</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of participants who receive employment in private business that lasts at least 6 months	50%	79%	What Occurred: Data from the federal (Senior Community Service Employment Program – SCSEP) portion of the effort documents the goal being exceeded the goal. Data Source: DOL - SCSEP Data system

## AGENCY PERFORMANCE PLAN RESULTS FY 2005

<b>Name of Agency:</b> Iowa Department of Elder Affairs			
<b>Agency Mission:</b> To provide advocacy, educational, and prevention services to older Iowans so they can find Iowa a healthy, safe, productive, and enjoyable place to live and work.			
<b>Core Function: Health &amp; Support Services</b>			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Increase by 2% the ratio of Expenditures for Medicaid HCBS compared to those for Medicaid Institutional for persons 65+	Establish Baseline Data	\$1 compared to \$9.8	What Occurred: For each \$1 of Medicaid home and community based service expenditures which help elderly Iowans stay in their own homes there is nearly \$10 spent for Medicaid clients in nursing facilities.  Data Source: DHS B1 reports regarding State Fiscal Year 2004-2005 Medicaid expenditures
<b>Service, Product or Activity: CASE MANAGEMENT</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Maintain the ratio of Iowans 65+ in Case Management Program for the Frail Elderly (CMPFE) compared to the rate per 1000 Iowans 65+ on Medicaid in Skilled and Intermediate Care Facilities	20:54	21:45	What Occurred: Despite tight funding, DEA & the Iowa Aging network served as the gateway to the DHS Elderly Waiver and increase the ratio of frail elderly Iowans maintaining independent living status in their homes and avoid more costly nursing home care, saving the Iowa taxpayer approximately \$22 Million per month.  Data Source: DHS FY'05 B1 Reports on Medicaid expenditures
<b>Service, Product or Activity: Home &amp; Community Based Services</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Maintain the rate per 1000 of 60+ Iowans benefiting from one or more Home and Community Based Service compared to previous years	129	180	What Occurred: The rate per one thousand of elder Iowans who accessed Iowa Aging Network home and community based services increased.  Data Source: Iowa NAPIS reporting system What Occurred
<b>Service, Product or Activity: Healthy Aging</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Maintain the rate of 60+ persons per 1000 receiving congregate meals, home delivered meals or nutrition counseling through the Iowa Aging Network	120	154	What Occurred: The rate per one thousand of elder Iowans who accessed Iowa Aging Network nutrition services increased, despite restricted funding.  Data Source: Iowa NAPIS reporting system What Occurred

<b>Core Function: Health &amp; Support Services Continued</b>			
<b>Service, Product or Activity: Caregiver Support Program</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1</b> Increase the Number of Persons Receiving Caregiver Support	<b>927</b>	<b>1950</b>	<b>What Occurred: The number of caregivers receiving assistance through Iowa's National Family Caregivers program efforts increased.</b>  <b>Data Source: DEA Iowa NAPIS reporting system</b>
<b>Service, Product or Activity: Preventative Health</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1</b> Increase the Rate/1000 of 60+ Persons Receiving Preventative Health Services	<b>14</b>	<b>15</b>	<b>What Occurred: The number of elder lowans per 1000 elders accessing preventative health services funded by DEA increased.</b>  <b>Data Source: DEA Iowa NAPIS reporting system</b>
<b>Service, Product or Activity: Retired and Senior Volunteer Program</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1</b> Increase the Number of RSVP Education Volunteers	<b>2876</b>	<b>2875</b>	<b>What Occurred: The number of reported RSVP Education Volunteers held steady.</b>  <b>Data Source: DEA/RSVP contractual reporting</b>

## AGENCY PERFORMANCE PLAN RESULTS FY 2005

<b>Name of Agency:</b> Iowa Department of Elder Affairs			
<b>Agency Mission:</b> To provide advocacy, educational, and prevention services to older Iowans so they can find Iowa a healthy, safe, productive, and enjoyable place to live and work.			
<b>Core Function:</b> Resource Management			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Maintain Revenues for Aging Programs & Services	\$30,382,212	<b>\$30,350,065</b>	What Occurred: The goal was missed by 1%.  Data Source: DEA financial records
<b>Service, Product or Activity:</b> Grant Writing			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Grant writing efforts will represent 2% or more of the annual Fiscal Year Revenue	\$607,644	<b>\$2,752,140</b>	What Occurred: The result was 4.5 times above the goal.  Data Source: DEA financial records

# RESOURCE REALLOCATION

The Iowa Department of Elder Affairs had no Resources Reallocations for FY 2005.

## AGENCY CONTACT

Copies of the Iowa Department of Elder Affairs Performance Report are available on the IDEA Web site at [www.state.ia.us/elderaffairs](http://www.state.ia.us/elderaffairs).

The following December 22, 2005 the address will be:

**Iowa Department of Elder Affairs  
510 East 12<sup>th</sup> St, Suite 2  
Des Moines, IA 50319**

**Telephone: 515-725-3333  
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TTY Accessible Telephone Number: (515)725-3302  
WATS: 1-800-532-3213**